**IT Applications, Unit 4**

**Ch Developing a solution using spreadsheet software, p 213-**

Case Study: Point Pleasant Social Service Program – organisational outline and current practice

**Creating a solution using a spreadsheet:**

**List some things to consider when creating the spreadsheet.**

1. What is the process for illustrating to clients that their needs have been met?

The development stage of a problem-solving methodology involves using the appropriate software to create the solution. This is the stage at which the data (in this case, numbers and text) become information (a spread sheet solution).

**Testing the solution**

1. List the typical spreadsheet features to test.

* any calculations (formulas, referencing from other sheets, IF statements used for notifications)
* Validation (range checking and data type in particular)
* Lookups
* Macros
* Charts
* Sorting of data (especially in lists)

1. When should the test data been generated?

It is important that the tester generates their own test data so that they know what answers the spreadsheet components should generate. This would have been done in the test plan, created during the design stage.

1. What is user acceptance testing?

User acceptance also needs to be tested. In other words, does the user approve of the solution and output and can they find the information they need.

1. How is this testing carried out?

To conduct use acceptance testing, a questionnaire asking the user to follow a series of steps, such as editing data or interpreting the charts, may be used.

**User documentation**

1. What does the documentation process involve?

After a solution has been developed and tested, it is important that documentation is created to assist users. The documentation process involves creating step-by-step instructions for users to work with the solution.

1. How user documentation now is created?

**Evaluating a spreadsheet solution**

1. What is the purpose of evaluation?

The purpose of evaluation is to ensure that the solution meets the needs of the user in that it solves the problems with the current system as identified in the analysis stage.

1. The evaluation strategy is broken down into 2 activities. What are these 2 activities?

Creating an evaluation strategy is the first of the two activities. The strategy should include specifying a timeline of when the evaluation will take place, a list of what data will be collected and how the data relates to the evaluation criteria. The second evaluation activity involves reporting on the extent to which the solution meets the requirements of the user/client.

1. List the steps undertaken in the process to report on the extent to which the solution meets the requirements of the user/client.

When undertaking an evaluation of any software solution, it is important to follow this process:

1. Specify the focus of the evaluation, making sure you know exactly what it is that needs to be evaluated.
2. Establish why the evaluation is taking place. Are you testing for accuracy or usability?
3. Identify who should receive the information gathered as a result of the evaluation.
4. Establish the key questions to be asked to the main stakeholders and how the answers can be collected and analysed.

* Have the original goals been reached?
* Are they users happy with the product?
* Does the solution solve the original problem?
* Are any improvements required?

These question should be presented in the form of an interview or survey to the people who originally commissioned the solution. Observation and anecdotal notes of some using the spreadsheet could also provide data about the spreadsheet’s functionality. Feedback from a sample of users (the target audience) should also be sought.

1. Determine how the results of the evaluation will be disseminated and what changes, if any, should take place to make the solution effective.